PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application	:	Jose Villena et al.
Serial No.	:	09/456,166
Filed	:	December 7, 1999
For	:	Non-Blocking Expandable Call Center Architecture
Attorney's Docket	:	CELLIT-003XX
Examiner	:	Steven Blount
Group Art Unit	:	2742

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on
8/4/03

By   _Paul J. Kroon_

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DECLARATION OF EYAL BEN-CHANOCH
UNDER 37 C.F.R. § 1.132

RECEIVED

AUG 1 2 2003

Technology Center 2600

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

     I, Eyal Ben-Chanoch, hereby declare that:

1.   Since 1989, I have been working in the field of call centers.

2.   As of December 7, 1999, it was well known to me and to others of ordinary skill in the art what a CCPRO switch is and how it works.

3.   As of December 7, 1999, one of ordinary skill in the

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field of call centers, using the disclosure of the
application and the knowledge available to one of ordinary
skill in the art at the time, would have been able to make
the non-blocking expandable call center architecture
described and claimed in the application without undue
experimentation.

4.   Enclosed as Exhibit A is a publicly available article
released in June, 1999 by Tern Systems entitled, "OUTBOUND
CALL PROCESSING – Markets, Products and Suppliers-1999".

5.   A third party, unrelated to the inventors or assignees
of the present application, wrote this article which
describes what a CCPRO switch is and how it works.

6.   This article is submitted as proof that the CCPRO switch
was well known to one skilled in the art, as of the time of
the filing of the present application.

7.   All statements made herein of my own knowledge are true,
and all statements made on information and belief are
believed to be true, and that the foregoing statements were
made with the knowledge that willful false statements and the
like are punishable by fine or imprisonment, or both, under
Section 1001 of Title 18 of the United States Code, and that

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my willful false statements or the like may jeopardize the validity of the above-identified patent application or any patent issued thereon.
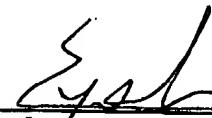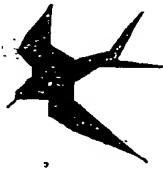
___8/4/03_____   _____
Date   Eyal Ben-Chanoch

Exhibit A

TERN SYSTEMS

OUTBOUND

CALL PROCESSING

Markets

Products

and

Suppliers

1999

OUTBOUND CALL PROCESSING

Markets, Products and Suppliers-1999

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PROPRIETARY INFORMATION

UNAUTHORIZED DUPLICATION OR DISCLOSURE PROHIBITED

TRADEMARK NOTICE

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Section V Profiles of Leading Outbound Service Bureaus

SCOPE AND OBJECTIVES

Outbound Call Processing

Markets, Products and Suppliers-1999

The intent of this report is to quantify the size and characteristics of the Outbound Call Processing portion of the voice processing market area.

This report is divided into five (5) sections:

Section 1 - Outbound Call Processing market overview. Product supplier participants, outsourcers, product characterisitcs, regulatory environment are discussed.

Section 2 - Outbound call processing product market analysis. Segments are analyzed by revenue, systems, agents, blended/non-blended, applications, vertical industry segments, geography, and distribution channels. Market share of the leading vendors is presented.

Section 3 - Outbound call processing outsourcing market analysis. Segments are analyzed by revenue, workstations, applications, and vertical industry segments. Market share of the leading teleservice outsource agencies is presented.

Section 4 - Outbound call processing product suppliers. Summary description of each of the known suppliers of Outbound Call Processing products, which describe each company in general, their distribution methods, their products and the end user applications in which they have installed product.

Section 5- Outbound call processing outsourcers. Summary description of the leading outsource agencies, which describe each company in general, their services, their facilities and the vertical industry segments that they address.

Methodology

The methodology used to obtain the information contained in this report included:

1. The suppliers were contacted by telephone. The typical point of contact was the marketing department. Information about each supplier and its products was obtained duringa series of telephone calls. In most cases, a few different people at each company were   contacted. In addition to marketing, engineering, customer service and sales people were   contacted.

2. Collateral packages were obtained from many of the suppliers.

3. Information was obtained from the vendors web sites.

4. Annual reports were obtained for companies that were publicly owned.

5. Many of the Distribution channels(Dealers, VARs, OEMs,.....) were contacted and information obtained re products that they handle, customer applications,.....

6. Many of the privately owned suppliers were reluctant to provide revenue figures. They were usually willing to identify the size of their installed base and the quantity of product that was provided during he last year. We were usually able to determine the number of employees that a supplier had.   From this information, revenue estimates for each of the suppliers was made.

6. 'Sanity checks' on what was claimed by each supplier were made:

  a) We talked to a few people at each company. We looked for consistency in the numbers from one person to another.
  b) The distribution channel (direct sales or secondary) was interviewed. Numbers were obtained and compared to the system supplier claimed numbers.
  c) Customers and previous employees were contacted and solicited for information.

Related Publications

Tern Systems has authored a series of publications that address most of the voice processing market segments:

Computer Telephony Markets, Products and Suppliers - 1999
Interactive Voice Response Markets, Products and Suppliers - 1999
Voice Mail Markets, Products and Suppliers - 1999
Information Provider Markets, Products and Suppliers - 1999
Computer-Telephone Integration Markets, Products and Suppliers - 1999
Subsystem Components and Tools Markets, Products and Suppliers - 1999
Facsimile Processing Markets, Products and Suppliers - 1999
Call/Data Logging Markets, Products and Suppliers - 1999

These reports are available from Tern Systems. (www.ternsystems.com)

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Joe Velasco, Director of Sales and Marketing

General

CELLIT, Inc. provides open-architecture art solutions for the Call Center industry. In 1994, the founders of CELLIT began a systems integration firm which operated under the name FiberTel. FiberTel specialized in building open architecture, fully integrated multimedia networks for multi-location clients, campus environments and call center / service bureaus. In 1995, FiberTel, Inc. was engaged in the development of an open, computer-based predictive dialing platform. By 1996 an independent firm, CELLIT, Inc. (Cell Based Information Technologies), was formed to concentrate its efforts on the development, support and distribution of CCPRO (Call Center Professional), CELLIT's call center product suite. In 1998, CELLIT merged with FiberTel.

Distribution

Strategic partnerships include 3Com, Dialogic, Microsoft Developer Network, Tadiran Telecommunications, Fore Systems, InnoMediaLogic and the ATM Forum.

Products

The Company's product suite, the Call Center Professional (CCPRO™) series, is a standards-based client-server telephony platform encompassing predictive dialing, inbound automatic call distribution (ACD) with integrated recorded announcements, <u>blending</u>, interactive voice response, monitoring/recording services, fax services and integrated reporting. In addition, CCPRO's control and monitoring tools, along with its internet/intranet applications enable Call Center.resources that are geographically dispersed (i.e. at-home agents, network access trunks) to be managed by a single virtual application.

Standards Based Open Archtecture
3-Tier Client-Server Model.

Linear Growth Supporting from 16 to N x 150 Agents *(invention)*
<u>PBX-Independant</u> (Narrowband CCPRO)
Object Oriented Visual Scripting Engines
Blended Inbound/Outbound Campaign Support
Bulletproof Do Not Call Exception Handling
Real-Time Dynamic Dialing

Preview, Power and Predictive Dialing
Skill-based Call Routing
Rules-based Blended Call Queue Prioritizing
Internet Call Center Transactions
Comprehensive Campaign Management
Integrated Screen and Voice Recording
Silent Monitoring, Coaching and Barge-In Functions
Microsoft Windows 95™ and Windows NT™ Agents and Supervisor Stations
At Home Agent/Supervisor Support
Flexible, SQL-based Reporting

NTSwitch™

A high density multimedia communications server. Services include: Digital T1 and ISDN network access, digital announcements, voice recording, fax, voice mail, text-to-speech, voice recognition, and interactive voice response (IVR).

CenterCord™

Object oriented system coordinator and database engine. A platform independent application engine managing agents, inbound/outbound calls, blended campaigns and computer telephony resources.

CenterDirector™

System management stations for system operation, administration and maintenance. Allows floor supervisors and administrators to perform real-time monitoring and reporting of all call center activity.

TeleVisor™

Visual object oriented IVR applications generator. **TeleVisor** scripts are port independent and can be created by any client with the appropriate authorization.

Voltage™(Visual Online Total Application Generator)

Branched logic agent scripting module with other entry, fulfillment and other business application interfaces. Visual grafting support and object inheritance allows incredibly rapid application deployment with little, if any, programmer assistance.

AMP™(Agent Management Platform)Java based agent application

AMP provides screen based telephony functions and screen pops. AMP interprets **Voltage** scripts and participates in CCPRO's distributed pacing algorithm.